

OSA Recommendations	Department Response	Implementation Steps	Timeline
<p><b>1B:</b> Working with SEP agencies and training vendor to ensure the case managers receive adequate training and guidance on the program</p>	<p>Training vendor is required by contract to conduct in person case management trainings twice per quarter and more trainings to case managers as needed or requested. The dept. will require that webinars be available on the training vendors reference library website along with current forms and information for case managers. Training vendor also maintains a customer service line where case managers can call and access information as needed. Dept. will require the training vendor to promote this customer service line through communication with case management agencies.</p>	<p>Consumer Direct Colorado (CDCO) recorded an instructional video for case managers on properly reviewing a completed CDASS physician attestation form. This has been posted to CDCO website. CDCO recorded a mock client training and is posting this to CDCO elearning website. CDCO continually developing their eLearning website. An elearning system may be added for clients. New webinars/trainings will be added to the CDCO reference library website as identified/developed. Current CDASS forms and information are available on the CDCO website. an email blast was sent to case managers in July 2015 to promote the customer service line for CDCO. August 2015 an email blast was also sent to case managers to notify of available case management trainings. Case management trainings are being completed twice per quarter as required by contract. Dept is strongly encouraging case managers to attend CDCO trainings in person. CDCO added a call in option for trainings for case managers who are over an hr away from the training site and would like to participate (example- new case manager across the state who would benefit from CDASS training but the training in that area is not upcoming for 3 months)</p>	<p>Aug-15</p>

<p><b>2A.</b> Develop guidelines and training for case managers on how to accurately identify and document client needs as a basis for clients funding allocations</p>	<p>Department will work with the FMS Training vendor to develop guidelines and training for case managers on how to accurately identify and document client's needs as a basis for client's funding allocations.</p>	<p>CDCO is training case managers on aligning 100.2 assessment and service plan on BUS to then flow and match to the task worksheet and the Attendant Support Management Plan. ex) ADL states CDASS attendant assists with bathing, SP then reflects CDASS service goal of attendant to assist with bathing, task worksheet also will reflect attendant assisting with bathing, ASMP will state client plans to have attendant assist with bathing. A video explaining this workflow was added to CDCO website for case managers.</p> <p>CDCO is training case managers on how to complete the CDASS task worksheet- attendant assistance needed must be reflected on task worksheet. Task worksheet has time norms listed but these are not hard timeframes, the client service times are based on need. Additional videos will be developed and posted to CDCO website as identified.</p> <p>Upcoming videos to be developed: Video for case managers on interviewing questions related to task worksheet, instructional video for reviewing an Attendant Support Management Plan</p>	<p>Sep-15</p>
<p><b>3.C.</b> Developing clear guidance and training for case managers on conducting and documenting each element of required client contacts.</p>	<p>Dept. will work with the FMS training vendor to ensure the quarterly case management trainings provide guidance for case managers on conducting and documenting each element of require client contacts.</p>	<p>Dept provided clear examples of documentation for CDCO to add to their case manager training . CDCO has added this to their case management training: contact/documentation requirements for CDASS.</p>	<p>Oct-15</p>

<p><b>3.B.</b> Developing clear guidance and training for case managers on implementing the depts. overspending protocol</p>	<p>Dept. will work with the FMS training vendor to ensure the quarterly case management trainings provide guidance for case managers on implementing the depts. overspending protocol</p>	<p>Starting September 2015 CDCO is training case managers on the CDASS allocation management/ utilization protocol. They present overspending protocol steps to the case managers, provide hand out of protocol. Protocol is being added to client/AR CDASS training manual for reference. Protocol will be posted on HCPF website as part of CDASS training manual (section J). CDCO website has protocol and example template letters for case managers to use/send to clients for over utilization. Each case management Single Entry Point has been sent the allocation management protocol and template letters. October 2015: Dept sent an over utilization report to each SEP requesting follow up/reporting back to HCPF on protocol steps being followed.</p>	<p>Dec-15</p>
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